POSITION DESCRIPTION

Position Title	ServiceNow Developer		
Organisational Unit	Information Technology		
Functional Unit	Service Management and Assurance		
Nominated Supervisor	National Manager, Service Management & Assurance		
Classification	HEW 8		
CDF Level	CDF1	Position Number	10610614
Attendance Type	Full Time	Date reviewed	13-AUG-2024

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

ABOUT INFORMATION TECHNOLOGY

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate's core purpose is to deliver and manage the technology capabilities required to enable learning, teaching, research and business support functions across ACU to achieve their strategic and operational objectives and to foster a culture of digital innovation that enables the advancement of ACU's offer and execution, student experiences, and its industry partnerships.

The Information Technology Directorate is led by the Chief Information and Digital Officer (CIDO) and a leadership team of five direct reports, each representing distinct areas of focus required to realise its purpose, namely, Enterprise Capabilities, Data Excellence, Cyber Security, Service Delivery, and Digital Innovation & Change.

POSITION PURPOSE

Under the broad direction of the National Manager Service Management and Assurance, the position will deliver a client focused experience using ServiceNow. The primary focus of the role is designing and developing solutions for the ServiceNow Platform including new catalogue items, forms, workflows and content pages. Additional, activities include updating and implementing integrations and configurations, scripting, and introducing new functions and features. The incumbent will be required to develop requirements to design, test, and implement solutions that deliver efficiencies, resolve business problems, and improve processes.

 This position requires highly effective analytical and communication skills to understand technical problems or requests and have specialist technical knowledge to triage incidents, resolve common configuration and maintenance tasks, and provide advice and solutions.   The position will work closely with ServiceNow specialists including the Managed Services team and ServiceNow Administrator to ensure the reliability and integrity of the platform.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU's Vision 2033
- Catholic Identity and Mission

- Code of Conduct for all staff
- ACU Capability Development Framework
- ACU Staff Enterprise Agreement 2022-2025
- ACU Staff Reconciliation Action Plan

The Capability Development Framework describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Collaborate with service owners, and business and IT teams, on the requirements gathering, evaluation, recommendation, design, adoption, business readiness, and implementation of ServiceNow technology solutions and integrations across the organisation.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide an expert understanding of industry best practice and trends to contribute to the ongoing development of the ACU ServiceNow strategy and roadmap and to leverage the University's investment in, and enhancement of, the platform.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Liaise with IT Enterprise Architecture Services and external partners in the formulation of ServiceNow platform architecture, design and technical specifications and the implementation of the resulting solutions.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Provide software coding and configuration changes including, but not limited to developing business rules, client scripts (JavaScript), UI actions, form sections, notification events, report setup, data imports, workflows & catalogue items.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Assessing, understanding, and documenting the impact of application change to production services, integration points and components.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Develop operational and support documentation and provide individual or organisational training as necessary	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Providing platform and application monitoring, preventative maintenance as well as identify and implement continuous improvements to ensure high levels of client satisfaction.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Reliably and consistently measure, monitor and report on IT service performance achievements against agreed service standards and the IT Service Catalogue to maintain a user-centred culture and support evidence-based decision making.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Develop or contribute to the development and review of policies, procedures and processes to support the efficient	The position mainly contributes to activities; outcomes and goals within

Responsibility	Scope
use and implementation of both minor and major enterprise applications at ACU.	the faculty/directorate/organisational unit
Ensure team members fulfil their responsibilities as members of the IT Directorate, including providing excellent customer service, contributing materials for ACU's knowledge base for continuous service improvement, and staying up to date and complying with organisation Cyber Security policies.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to demonstrate critical thinking to make recommendations; to meet changing demands; and provide business aligned solutions.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	- Qualification - ServiceNow Certified Application Developer with an appropriate tertiary qualification and/or equivalent mix of education/training and relevant experience. - Knowledge - Deep functional and technical knowledge of the ServiceNow platform as well as experience delivering large-scale ServiceNow implementations. - Experience - Experience in enterprise application software development including analysis, design, development, testing, implementation, documentation and support. - Experience - Experience in Customer Service Management (CSM) and ITSM modules including the Configuration Management Database (CMDB) implementation and maintenance. Should have knowledge for the acquisition, deployment, tracking & securing various configuration items. - Experience - Experience in release management, environment management and configuration management. - Experience - Experience in developing business rules, UI actions, form sections, notification events, client scripts (JavaScript) including AngularJS (Web application framework) on Service Now platform. - Skill - Proven ability to communicate effectively across all levels of the organisation with strong evidence of a

	customer focus and the ability to handle multiple assignments to meet competing deadlines and manage stakeholder expectations. • Skill - Excellent problem analysis, root cause diagnosis, and solving skills, with the ability to analyse production incidents and lead and work effectively as part of a team of experts to resolve multi-functional problems.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart
https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure